PETRE POPESCU

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About me

A creative professional problem solver with a best of both worlds background in troubleshooting and programming. Quick to master new technologies, experienced in a fast-paced multi-cultural environment, customer focused and passionate about delivering high quality results.

Experience

November 2017 Present

Azure App Services Technical Advisor
MICROSOFT

Technical Advisor for the Azure App Services Open Source Software team, Key Responsibilities - Assisting the EMEA team with in-depth technical knowledge, creating and delivering training, continuous effort along side the Readiness and Supportability global teams, handling customer escalations Main Skills - Team management, training delivery, troubleshooting/implementing cloud based solutions using OSS technologies (Node.js, PHP, Java, Docker) and Azure-based SaaS offerings, in-depth knowledge of Azure App Services, Azure Functions and other related technologies

July 2016 November 2017

Azure App Services Support Engineer
MICROSOFT

Key Responsibilities - Resolve issues and enable customers to be successful though Support Requests; Determine potential improvements and suggest changes; Collaborate globally with the extended team and Product Group Main Skills - Troubleshoot configuration, performance and development related issues; Understand complex infrastructures and pin-point issues; Suggest configuration/code changes; Assist customers in adapting their solutions to Azure App Services Technologies used: Azure App Services, Azure Function Apps, ASP.NET, ASP.NET Core, Node.js, PHP, Java, Docker, Kubernetes, DevOps solutions (VSTS, Jenkins)

July 2015 June 2016

Bug Diagnostics Engineer - Customizations Technical Lead
ORACLE

As a Technical Lead my focus was shifted towards team enabling. This includes handling escalations, technical guidance, skill assessment, management meetings and handling ambiguous situations. During this period I have on-boarded three new hires using one-on-one training sessions and shadowing techniques.

October 2014 July 2015

Bug Diagnostics Engineer - Customizations
ORACLE

Bug Diagnostics Engineers are the top support tier in Oracle. Focused on customizable areas of Oracle Service Cloud, public APIs and other integrated products (Oracle Policy Automation, LiveLook, Oracle Social Network, etc.), this position requires diagnosing and documenting both product and documentation defects, a strong collaboration with the development team and working with technical customers for troubleshooting custom integrations and implementations.

July 2014 October 2014

Technical Support Engineer
ORACLE

Technical support for the Oracle Service Cloud (formerly known as RightNow) cloud-based CRM. During this period I was part of the 'First Responders' team as a first point of contact for customers.

	Software Developer
January 2014 July 2014	**KA&TE ASSOCIATES**

Developing custom PHP-based web-apps and websites either from ground-up or by adapting existing website frameworks, testing and identifying any technical issues.

	System Administrator
March 2012 January 2014	**KA&TE ASSOCIATES**

Monitoring and maintaining the computer systems, servers, databases and network of clients; Troubleshooting software and hardware issues; Upgrading and optimizing information systems; Offering direct support and feedback to clients via phone, email or a ticketing system.

Soft Skills

Five years of experience in direct customer support in an international and multi-cultural environment
Both a great team worker and an emphatic leader with experience in setting the team up for success by understanding individual needs and offering the proper help with long term positive effects.
A knack for explaining complex concepts to non technical people, good technical speaker and trainer quickly to adapt to the audience.
Fluent in English and Romanian.

Technical Skills

A strong open-source web development background with **Node.js** and **PHP** in both Full-Stack and decoupled approaches. Big fan of microservices, containers and automation. Heavy **Git** and **VSTS** user.

Highly experienced with the Microsoft Azure PaaS offering **- App Services** and Azure **Functions**, as well other SaaS/PaaS technologies **- Azure Storage**, **Logic Apps**, **Azure Active Directory**, **Container Services**. A cloud-first approach advocate, comfortable with **multi-tenancy** and **multi-instance** environments, their common challenges and how to solve them.

Certifications

Exam 533 - Implementing Microsoft Azure Infrastructure Solutions
Issuer: Microsoft
Date obtained: June 2017

Certificate in Advanced English **-** Council of Europe Level C1
Issuer: University of Cambridge
Date obtained: June 2006

Education

2013-2015

Master of Engineering (MEng) **-** Database Administration
"POLITEHNICA" UNIVERSITY OF BUCHAREST - FACULTY OF AUTOMATIC CONTROL AND COMPUTER SCIENCE

Field of Study: Data Modeling/Warehousing and Database Administration.
Dissertation thesis: Software solution for optimization personnel recruitment based on data mining technologies - "Recruitment Helper"

2008-2012

Bachelor of Engineering (BEng) **-** Applied Electronics
"POLITEHNICA" UNIVERSITY OF BUCHAREST - FACULTY OF ELECTRONICS, TELECOMMUNICATIONS AND INFORMATION TECHNOLOGY

Field of Study: Electronics and Telecomunication with a focus on applied electronics.
Diploma thesis: Residence Automation based on integrated programmable devices.

2004-2008

Highschool
"ALEXANDRU IOAN CUZA" THEORETICAL HIGHSCHOOL OF BUCHAREST

Mathematics and Programming, intensive Programming program